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Oct 30, 2001

US-PAT-NO: RE37431

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TITLE: Intelligent help system

DATE-ISSUED: October 30, 2001

INVENTOR-INFORMATION:

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APPL-NO: 08/ 724947 [PALM]

DATE FILED: October 2, 1996

REISSUE-DATA:

US-PAT-NO	DATE-ISSUED	APPL-NO	DATE-FILED
05103498	April 7, 1992	562046	August 2, 1990

PARENT-CASE:

.Iadd.This application is a continuation of Ser. No. 08/223,620 filed on Apr. 6, 1994, now abandoned, which is a Reissue of Ser. No. 07/562,046 filed on Aug. 2, 1990, issued as U.S. Pat. No. 5,103,498 on Apr. 7, 1992..Iaddend.

INT-CL: [07] G06 F 15/00

US-CL-ISSUED: 706/58; 706/11, 345/337

US-CL-CURRENT: 706/58; 345/707, 706/11

FIELD-OF-SEARCH: 706/11, 706/58, 345/337

PRIOR-ART-DISCLOSED:

U.S. PATENT DOCUMENTS

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	PAT-NO	ISSUE-DATE	PATENTEE-NAME	US-CL
<input type="checkbox"/>	<u>4156284</u>	May 1979	Engeler	364/862
<input type="checkbox"/>	<u>4648044</u>	March 1987	Hardy et al.	706/60
<input type="checkbox"/>	<u>4658370</u>	April 1987	Erman et al.	706/60
<input type="checkbox"/>	<u>4860214</u>	August 1989	Matsuda et al.	706/52
<input type="checkbox"/>	<u>4873661</u>	October 1989	Tsividis	364/807
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<input type="checkbox"/>	<u>4903226</u>	February 1990	Tsividis	364/807
<input type="checkbox"/>	<u>4931926</u>	June 1990	Tanaka	704/8
<input type="checkbox"/>	<u>4942367</u>	July 1990	Milkovic	330/9
<input type="checkbox"/>	<u>4962342</u>	October 1990	Mead et al.	307/201
<input type="checkbox"/>	<u>4964077</u>	October 1990	Eisen et al.	345/337
<input type="checkbox"/>	<u>4988891</u>	January 1991	Mashiko	307/201
<input type="checkbox"/>	<u>5008810</u>	April 1991	Kessel et al.	707/506
<input type="checkbox"/>	<u>5021988</u>	June 1991	Mashiko	364/807
<input type="checkbox"/>	<u>5023833</u>	June 1991	Baum et al.	365/49
<input type="checkbox"/>	<u>5039870</u>	August 1991	Engeler	307/201
<input type="checkbox"/>	<u>5167010</u>	November 1992	Elm et al.	706/45
<input type="checkbox"/>	<u>5239617</u>	August 1993	Gardner et al.	706/11
<input type="checkbox"/>	<u>5485544</u>	January 1996	Nonaka et al.	706/11

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ART-UNIT: 272

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ATTY-AGENT-FIRM: Knobbe, Martens, Olson & Bear, LLP

ABSTRACT:

An intelligent help system which processes information specific to a user and a system state is described. The system incorporates a monitoring device to determine which events to store as data in an historical queue. These data, as well as non-historical data (e.g. system state), are stored in a knowledge base. An inference engine tests rules against the knowledge base data, thereby providing a help tag. A display engine links the help tag with an appropriate solution tag to provide help text for display.

34 Claims, 14 Drawing figures